

Abandoned Vehicle Titling Manual



State of Missouri
Department of Revenue
Driver and Vehicle Services Bureau

August 2009

ATTENTION TOWERS!! NEW LEGISLATION

Senate Bill 1233, which went into effect January 1, 2005, establishes standards for towing companies. Enclosed is the revised ABV Manual which outlines the procedures to follow for abandoned vehicles.

Following is a detailed summary of the provisions of Senate Bill 1233:

- 1. STANDARDS FOR TOWING COMPANIES** - This act provides that towing companies performing tows of abandoned vehicles pursuant to Sections 304.155 (law enforcement requested tows) and 304.157 (nonconsensual private property tows) shall meet the following requirements:

NOTE: Second, third, and fourth-class counties are exempt from the towing standards section.

- A. Have a verifiable business address or storefront;
- B. Have a fenced, secure, and lighted storage lot or an enclosed, secure building for the storage of vehicles;
- C. Be available 24 hours a day, 7 days a week;
- D. Maintain an insurance policy or other form of security in the amount of \$500,000 per incident;
- E. Provide worker's compensation for all employees, if required to do so by law; and
- F. Maintain current motor vehicle registrations on all the tow trucks within the towing company's fleet (Section 304.154, RSMo).

- 2. TOWER ONLINE ACCESS TO DEPARTMENT RECORDS** - This act modifies the towing statutes to allow towers to access the department's records online to determine the latest owner and lienholder of record for the abandoned property that was towed. If the vehicle has not been claimed within 10 days of the tow, the tower must notify the owner and lienholder of record. Providing the tower with immediate online access will expedite this notification process since they will no longer have to wait for law enforcement to submit the tow report to the department and for the department to provide the tower with the owner/lienholder information. (Sections 304.155.6 and 304.157).

NOTE: To have online access, the tower must have an account number and security access code assigned to them by the department. To receive an account number and access code, the tower may request an information packet/application by calling the Dealer Licensing Section at (573) 751-8343 or <http://dorx.mo.gov/mvdl/motorv/liendeal>. THERE IS NO FEE FOR THE ONLINE ACCESS.

- 3. KANSAS CITY AND ABANDONED PROPERTY** - This act allows Kansas City to adopt, by ordinance, regulations for the removal and sale of abandoned property by requiring:
- A. The city to search the department's records to determine ownership of the abandoned property;
 - B. Notification to the owner/lienholder by mail advising of the towing and impoundment of the abandoned property;
 - C. Vehicles older than six years and more than 50 percent damaged by collision, fire, or decay and have a fair market value of less than \$200, must be held at least 10 days after the notice is sent before being sold to a licensed salvage or scrap business on an [Abandoned Property Bill of Sale \(DOR-4579\)](#); and
 - D. All other vehicles must be held at least 30 days after the notice is sent before being sold on an [Abandoned Property Bill of Sale \(DOR-4579\)](#).
- 4. LAW ENFORCEMENT TOWS** - This act authorizes a law enforcement officer to remove property abandoned on the right-of-way of an interstate highway in an urbanized area, (which is left unattended for 4 hours, instead of 10 hours) if the law enforcement officer determines that the abandoned property is a serious hazard to other motorists. The act also authorizes a law enforcement officer to remove property abandoned on the right-of-way of an interstate highway outside of an urbanized area, (which is left unattended for 4 hours, instead of 48 hours) if the law enforcement officer determines the abandoned property is a serious hazard to other motorists (Section 304.155, RSMo).
- 5. SELLING ABV'S FOR DESTRUCTION** – A towing company must comply with the notification requirements; the notification must indicate that any ABV remaining unredeemed after 30 days may be sold as scrap property. A tow company may sell the ABV to a scrap metal operator or a licensed salvage dealer for destruction on a bill of sale. The bill of sale must state the ABV is being sold for destruction purposes only, if no satisfactory arrangements have been made with the tow company for continued storage, and the owner/lienholder has not requested a hearing as provided in section 304.156 of RSMo. The towing company shall forward a copy of the bill of sale, provided to the scrap metal operator or licensed salvage dealer, to the department within two weeks of the date of sale.
- 6. RECORD KEEPING REQUIREMENTS** - Towing companies shall maintain records for three years on any ABV towed and not reclaimed by the owner. Such records must contain:
- A. Information regarding the authorization to tow;
 - B. Copies of correspondence with the department; and
 - C. Information concerning the final disposition of the ABV.

For ABV's sold on a bill of sale for destruction purposes only, the tow company must also keep the following information for three years:

- Year, make, vehicle identification number,
- Date of sale,
- Name of the purchasing scrap metal operator or licensed salvage dealer, and

- Copies of all notification letters to the owners/lienholders and drivers.

A towing company shall not remove an ABV from private property without first obtaining written authorization from the property owner, except when authorized by a law enforcement agency. The towing company must maintain all written authorizations for at least one year from the date of authorization.

TABLE OF CONTENTS

Section 1 GENERAL INFORMATION

Definitions	1-1
ABV's Subject to Towing from Public Property	1-1
ABV's Towed from Private Property with Law Enforcement Authorization.....	1-2
ABV's Towed from Private Property Without Law Enforcement Authorization.....	1-2

Section 2 REQUIREMENTS BEFORE TITLING

Law Enforcement/Government Agency Requirements	2-1
Tow Company Requirements	2-2
Owner/Lienholder Appeal	2-5
Vehicle Examination Certificate	2-5
Director of Revenue Requirements.....	2-6

Section 3 ABV TITLING REQUIREMENTS

Selling ABV's for Destruction	3-1
Documents Required to Title Towed ABV's	3-1
Stopping an ABV Title.....	3-4
Titling Requirements for ABV's Sold by a Municipality or County	3-4
Titling Requirements Landowner's with ABV's.....	3-5
Out-of-State ABV's Sold to Missouri Residents	3-7
Obtaining an Original Title on ABV's Previously Titled as Salvage	3-7

Section 4 TOWING COMPANY BUSINESS OPERATION REQUIREMENTS

Tow Truck Identification	4-1
Record Keeping Requirements.....	4-1
Charges Imposed	4-1
Personal Property Within the ABV	4-2
Towing Company Liability	4-2
Penalties for Failure to Comply.....	4-3

Section 5 MISCELLANEOUS INFORMATION

Owner's/Lienholder's Right to Hearing.....	5-1
Insurance Claims on Abandoned Property	5-1
Cities/Counties with Abandoned Property Ordinances	5-2

Section 6 INTERNET RECORD SEARCH

Obtaining Access to Department Records	6-1
Application Approval Notification	6-1
Record Search System Log In	6-2
How to Change Password	6-3
Performing Record Lookups	6-4
No Record Found	6-7
Account Administration Instructions	6-7
Contacting the Department	6-10

DEFINITIONS

The law defines a towing company as "any person or entity which tows, removes, or stores abandoned property".

Abandoned property (ABV) is defined as "any unattended motor vehicle, trailer, all-terrain vehicle, outboard motor or vessel removed or subject to removal from public or private property" as provided in sections 304.155 and 304.157, RSMo, whether or not operational.

ABVS SUBJECT TO TOWING FROM PUBLIC PROPERTY

Section 304.155, RSMo, allows any law enforcement officer within the officer's jurisdiction, or an officer of a federal, state, or local government agency where that agency's real property is concerned, to authorize a towing company to remove an ABV to a place of safety when:

1. Left on the right-of-way of:
 - Any interstate highway, state highway, or freeway in an urbanized area, left unattended for 10 hours or after four hours if a law enforcement officer determines that the ABV is a serious hazard to other motorists; or
 - Any interstate highway, state highway, or freeway outside of an urbanized area, left unattended for 24 hours or after four hours if a law enforcement officer determines that the ABV is a serious hazard to other motorists.
2. Left on any highway or bridge that obstructs the normal movement of traffic, and there is no indication that the person in control of the property is arranging for its immediate control or removal.
3. Reported stolen or taken without consent of the owner.
4. The person operating such property was arrested, taken into custody, and was unable to arrange for the property's timely removal.
5. The owner has an outstanding traffic or parking violations related to any other state law or local ordinance.
6. Left unattended and is in violation of a state law or local ordinance where signs are posted giving notice of the law or where the violation causes a safety hazard.

**ABV's TOWED
FROM PRIVATE
PROPERTY WITH
LAW
ENFORCEMENT
AUTHORIZATION**

7. Left on the "waters of this state" (as defined in Section 306.010 (9), RSMo) where it is obstructing the normal movement of traffic, or where it is unattended for more than 10 hours or floating loose on the water.

The Missouri Department of Transportation may immediately remove any abandoned, unattended, wrecked, burned, or partially dismantled property, spilled cargo or other personal property from the roadway of any state highway if the ABV, cargo, or personal property is creating a traffic hazard because of its position in relation to the state highway.

Commercial motor vehicles not hauling waste designated as hazardous under Title 49, Section 5103 (a), United States Code, may only be moved after the owner or owners representative has had a reasonable opportunity to contact a towing company of his or her choice.

An ABV can be removed at the request of the owner, lessee, or property/security manager of the private property, if a vehicle or unit was abandoned on this property without consent, by contacting any member of law enforcement within his or her jurisdiction. The appropriate law enforcement officer may authorize a towing company to remove the ABV if:

- Left unattended for more than 48 hours, **or**
- After four hours a law enforcement officer determines that the ABV is a serious hazard to other motorists; **or**
- It is a safety hazard or interferes with the use of the private property as determined by a law enforcement officer.

NOTE: Any local government agency may authorize the towing of motor vehicles from private property for vehicles that are junk, scrapped, disassembled, or otherwise harmful to the public health under the terms of their local ordinance.

**ABV'S TOWED
FROM PRIVATE
PROPERTY
WITHOUT LAW
ENFORCEMENT
AUTHORIZATION**

When present, the owner, lessee, or property/security manager of the private property may authorize an ABV to be removed without law enforcement authorization when parked in a restricted/assigned area if:

NOTE: A property/security manager must be a full-time employee of a business entity.

1. A sign not less than 17 by 22 inches in size is displayed in plain view of all entrances to the property. The sign must:
 - Contain lettering not less than one inch in height;
 - Prohibit public parking and indicate that unauthorized ABVs parked in a restricted/assigned area will be removed at the owner's expense;
 - Disclose the maximum fee for all charges related to towing and storage;
 - Contain the telephone number of the local law enforcement agency or a 24-hour emergency hotline which the owner of the ABV may call to receive information regarding the location of the ABV.
2. The ABV is left unattended on owner occupied **residential property** with four residential units or less, the appropriate law enforcement agency has been notified, and **10 hours** have elapsed since that notification; or
3. The ABV is left unattended on **private property**, the appropriate law enforcement agency has been notified, and **96 hours** have elapsed since that notification.

A general agreement between a business/individual and a towing company to tow vehicles at their discretion is **not acceptable**, except in the case of an ABV parked within 15 feet of a fire hydrant or in a fire lane designated by a fire department or the state fire marshal.

NOTE: Any city, town, or village within this state may prohibit by ordinance, the storage of inoperable vehicles or other vehicles deemed by such city, town, or village to constitute a public safety hazard. This does not apply to a vehicle which is completely enclosed within a locked building or locked fenced area and not visible from adjacent public or private property, nor to any vehicle upon the property of a business licensed as salvage, swap, junk dealer, towing, or storage facility so long as the business is operated in compliance with its business license and the property is in compliance with applicable zoning ordinances.

LAW ENFORCEMENT/ GOVERNMENT AGENCY REQUIREMENTS

Law Enforcement Authorized Tows

Any law enforcement, federal, state, or local government agency authorizing an ABV to be towed from public or private property must complete and sign the *Crime Inquiry and Inspection Report/Authorization to Tow* (DOR-4569).

- **State or federal government agencies**, other than a law enforcement agency, must submit a completed DOR-4569 to the Missouri State Highway or Water Patrol within two hours of the tow.
- **Local government agencies**, other than a law enforcement agency, must submit a completed DOR-4569 to the local law enforcement agency within two hours of the tow.

If the tow was authorized due to an accident, and law enforcement does not complete the DOR-4569 at the time of tow, it must be completed within five days of the accident if the vehicle has not been retrieved. The DOR-4569 must include:

1. Reason for the tow;
2. Accident site from which the vehicle was towed; and
3. Name of the authorizing agency.

The law enforcement agency that authorizes the towing of the ABV or was properly notified by another government agency of such towing must:

1. Make an inquiry with the National Crime Information Center (NCIC) and any statewide Missouri law enforcement computer system to determine if the ABV has been reported stolen and to determine ownership;
2. Enter the ABV information into the Missouri Uniform Law Enforcement System (MULES).
3. Send written notification of the tow to the registered owner and any lienholder within five days of the tow. If a government agency authorized a tow, they must send the above written notification. The notice must include the fact the property was towed, the grounds for removal, and the place where the property is being stored. A copy of the notice must be given to the operator of the vehicle storage facility.

TOW COMPANY REQUIREMENTS

4. Submit the DOR-4569 to the department, on any ABV that remains unclaimed, after 10 days of the tow for any tow company **without** online access to the department's records.

NOTE: The towing company in possession of the ABV who do not have online access to the department's records must notify the appropriate law enforcement agency if the ABV remains unclaimed after 10 days of the tow.

5. Issue appropriate copies of the DOR-4569 to the towing company.

Private Property Tows

For tows that were **not** authorized by law enforcement, an *Abandoned Property Report* (DOR-4669) must be submitted to law enforcement from the tow company. After receipt of the DOR-4669 law enforcement must:

1. Make an inquiry with NCIC and any statewide Missouri law enforcement computer system to determine if the ABV has been reported stolen and to determine ownership;
2. Enter the ABV information into MULES;
3. Complete and sign the law enforcement section of the DOR-4669; and
4. Provide the tow company with a signed copy.

Law Enforcement Authorized Tows

For tows authorized by law enforcement, tow companies with online access to the department's records must check the department records for owner and lienholder information if the vehicle has not been claimed within 10 days of the tow.

NOTE: To access the department's records online, see Section 6.

If the tow company does not find owner or lienholder information using the online record lookup, the tow company must send a copy of the completed "no record" screen from the online record search and a copy of the DOR-4569 to the department.

NOTE: If the ABV is not claimed after 10 days and the tower **does not** have online access to the department's records, the law

enforcement agency must forward the DOR-4569 to the department.

Private Property Tows

The owner, lessee, or property/security manager of private property that requests a towing company to tow an ABV without law enforcement authorization must complete a DOR-4669 at the time of tow. The DOR-4669 shall be considered a legal declaration subject to criminal penalty pursuant to Section 575.060, RSMo.

Any towing company that tows an ABV from private property **without** law enforcement authorization must deliver a copy of the DOR-4669 to the jurisdictional law enforcement agency from where the ABV was towed. This must be done within two hours if the tow was made from a location displaying a sign (see page 1-4), otherwise the DOR-4669 must be delivered within 24 hours of the tow.

If the towing company has online access to the department's records they shall make an online record look-up to determine the ABV's owner and lienholder. Within five working days the towing company must send written notification of the tow to the registered owner and any lienholder. The notice must include the fact the property was towed, the grounds for removal, and the place where the property is being stored. A copy of the notice must be given to the operator of the vehicle storage facility.

NOTE: If the towing company does not have online access, they must obtain the name of the owner/lienholder from the law enforcement section of the DOR-4669.

If the ABV is not claimed after ten days from the date of the tow the tower must:

1. Notify the owner/lienholder by certified mail of intent to title the ABV by using the [Vehicle Owner and Lienholder Notification \(DOR-4577\)](#); or
2. Send a copy of the DOR-4669 and a copy of the "no record" screen to the department for further research **only** if there is no owner/lienholder information available. The department will notify the towing company of its search results. The towing company must notify the owner/lienholder of their intent to title within ten days of receiving the letter from the department.

NOTE: If the towing company does not have online access, they must submit a copy of the DOR-4669 to the department for owner/lienholder information.

NOTIFICATION REQUIREMENTS

Missouri law requires all owners and lienholders of record to be notified by **certified mail** at their last known address. The [Vehicle Owner and Lienholder Notification \(DOR-4577\)](#) should be used for this purpose. If the department's records do not reflect an owner/lienholder, or if the notice is returned as "not forwardable" or "address unknown" the tower must notify:

1. All owners and lienholders shown on the tow report; if none are shown or if the notice is returned as noted above, then notify:
2. All drivers shown on the tow report. If the driver informs the tow company of the name of the owner, this owner must be notified.

NOTE: The notices referenced in 1 and 2 may be sent by regular mail.

NO RECORD OF OWNER/LIENHOLDER

If the department has no record of the ABV having been titled or registered and all notification efforts are unsuccessful, the towing company must certify that a physical search of the ABV disclosed no other evidence of ownership and that a good faith effort was made to establish the prior state of registration and title by checking:

1. License plates, license plate record, temporary permit, inspection sticker, decal or other evidence that may indicate a state of possible registration and title; and
2. Law enforcement/tow report for a license plate number or registration number, or to see if an address is indicated in the driver information area of the report.

NOTE: If there is no record of the vehicle, the department will provide the tower with a form, Exhibit A, for the tower to certify the above checks have been made. The "No record" screen print, Exhibit B, may also be used for this purpose. **This certification must accompany the application for title.**

**OWNER/
LIENHOLDER
APPEAL
RIGHTS**

CERTIFIED NOTICE RETURNED AS UNDELIVERABLE

If the tower attempts to notify the owner/lienholder identified by the department and the certified notice is returned as “not forwardable” or “address unknown”, the towing company must certify on the [Abandoned Property Affidavit \(DOR-4576\)](#) that a good faith effort was made to locate the owner or lienholder of record. This form must accompany the application for title.

The towing company acquires a lien for all reasonable charges for the towing/storage of the ABV until the ABV is returned to the owner/lienholder. The owner/lienholder may retake possession of the ABV at any time during business hours by:

- Proving ownership or a secured lien; and
- Paying all towing/storage charges.

NOTE: The owner has a right to request a hearing as noted on page 5-1 if he or she feels the towing was improper or illegal.

If the owner/lienholder fails to comply with the notice to redeem the ABV, after 30 days has elapsed, the tower may apply for a title/junking certificate in the towing company's name in order to dispose of the property (if selling for destruction see Section 3). If the sale of the vehicle fails to satisfy the tow/storage fees, the owner is still liable for the additional fees.

NOTE: If a lienholder is shown on record with the department for the ABV, the lien **will not** be carried forward to the towing company's title.

**VEHICLE
EXAMINATION
CERTIFICATE**

To receive an original certificate of title on an ABV, a *Vehicle Examination Certificate* (DOR-551), must be submitted with the application for title and other required documentation. A DOR-551 can be obtained by submitting a \$25 fee and \$2.50 processing fee to any office or, with a written request, to the Driver and Vehicle Services Bureau's Central Office, P. O. Box 100, Jefferson City 65105-0100.

The top portion of the DOR-551 must be completed in full and signed by the applicant. The bottom portion must be completed by an

**DIRECTOR OF
REVENUE
(DIRECTOR)
REQUIREMENTS**

officer of the Missouri State Highway Patrol or Auto Theft in the county or City of St. Louis.

If application for title is not made within six months of the inspection date documented on the DOR-551, the unit will have to be inspected again.

If the completed DOR-551 shows that the public vehicle identification number is missing from the vehicle, a completed and signed *Application for Replacement Vehicle Identification Number* (DOR-923), must be submitted. The DOR-923 must be certified by a member of the Missouri State Highway Patrol or Auto Theft in the county or City of St. Louis.

The ABV may be operated on the public streets/highways for the sole purpose of obtaining a DOR-551 by purchasing a driveaway permit to display on the unit. The ABV must be driven over the most direct route between where the unit is stored and the appropriate law enforcement's inspection station where vehicle examinations are conducted.

For towing companies without online access or have online access and received a "No record" search result, the director will:

1. Perform a record search to obtain the name and address of the owner and lienholder by:
 - a. Searching the department's files within five working days of the receipt of the DOR-4569 or DOR-4669; or
 - b. Contacting the state indicated on the DOR-4569 or DOR-4669 if the ABV was registered or titled in another state to obtain the name and address of the owner and lienholder. The state will respond within their time frame with the information found in their records.
2. Send a letter to the towing company within 15 working days indicating:
 - a. The name and address of the owner and lienholder; or
 - b. There is no record available and request the tower to make a physical search for additional evidence of ownership of the ABV.

ABV TITLING REQUIREMENTS

SECTION 3

SELLING ABV's FOR DESTRUCTION

A towing company must comply with the notification requirements outlined in Section 2, and the notification must also indicate that any ABV remaining unredeemed after 30 days may be sold as scrap property. They may then sell the ABV to a scrap metal operator or a licensed salvage dealer for destruction on the [Bill of Sale/Even – Trade Bill of Sale \(DOR-1957\)](#) that states the ABV is being sold for destruction purposes only, if no satisfactory arrangements have been made with the tow company for continued storage, and the owner/lienholder has not requested a hearing as provided in section 304.156 of RSMo. The towing company shall forward a copy of the bill of sale provided to the scrap metal operator or licensed salvage dealer to the department within two weeks of the date of sale.

DOCUMENTS REQUIRED TO TITLE TOWED ABV's

The following documents are required from towing companies to obtain a title for ABV's that were towed:

1. Copy of the online record search listing owner/lienholder or copy of notice the department issued to the towing company.
2. A properly completed title application in the towing company's name. The application must be signed by an authorized agent of the towing company.
 - An [Application for Missouri Title and License \(DOR-108\)](#) for motor vehicles, trailers, or all-terrain vehicles; or

NOTE: Current or estimated mileage is required for vehicles less than ten years old. If the mileage is unobtainable, write in an estimated mileage and a statement at the bottom of the application that mileage is only estimated including the reason for mileage estimate: fire, digital dash inoperable, or other.

- An *Application for Missouri Watercraft or Outboard Motor Title and Registration (DOR-93)* for marinecraft (includes outboard motors or vessels).

NOTES: The title type must be checked as "Original", "Salvage" or "Junking".

If applying for an "Original" title, a completed DOR-551 must be submitted with the title application. Information provided in the DOR-551 determines if the title will be branded "Prior Salvage."

3. An [Abandoned Property Affidavit \(DOR-4576\)](#), completed, signed, and notarized.
4. A copy of the appropriate tow report:
 - ♦ For public property tows or private property tows with law enforcement or government agency authorization:
 - ✓ Completed DOR-4569 or a *Vehicle Record* (SHP-29F), Exhibit C, completed by the Missouri State Highway Patrol.

For private property tows with property owner, lessee, property/security management authorization:

- ✓ A DOR-4669 completed and signed by the property owner, lessee or agent of the property, towing company, and law enforcement.
- All tow reports **must** contain the following information:
 - ✓ Year, make, vehicle identification number;
 - ✓ License plate number and state of issuance, if available;
 - ✓ Storage location of the towed property;
 - ✓ Name, address and telephone number of the tow company;
 - ✓ Date and reason for tow;
 - ✓ Location property was towed from;
 - ✓ Description of any damage to the property;
 - ✓ Computer inquiry verification and date of inquiry by law enforcement;
 - ✓ Odometer Reading, if available; and
 - ✓ Signature and printed name of tow operator.

- The DOR-4569 must also include:
 - ✓ Name of the law enforcement agency that authorized the tow; and
 - ✓ Signature and printed name of law enforcement officer that authorized the tow.
- ♦ The DOR-4669 must also include:
 - ✓ Signature and printed name of property/security manager.
 - ✓ Name, address, and telephone number of the law enforcement agency notified of the tow.
 - ✓ Date and time law enforcement was notified of tow.
 - ✓ Signature and printed name of law enforcement office completing the DOR-4669.

NOTE: A tow company cannot authorize itself to remove a vehicle already on its property. For a tow company to obtain title for a vehicle that was left on their property or for a vehicle that was towed without written authorization, the towing company will need to follow the procedures outlined on page 3-5 for a landowner abandoned property title.

6. A copy of the [DOR-4577](#), sent by regular mail to all owners/lienholders of the ABV.

NOTE: If a record of the last owner/lienholder cannot be located, the "no record" notification letter, Exhibit A, sent to the towing company by the department must be completed, signed and submitted with the title application.

7. Legible copy of the signed certified mail receipt (green card), Exhibit D, or a legible copy of the returned envelope. If the signed card or returned envelope is not available, a copy of the track and confirm screen print from the U.S. Post Office website along with legible copies of the postal receipts, Exhibit E, indicating the names and addresses of the notified parties. The track and confirm screen print must indicate that the letter was delivered or returned to the sender.

STOPPING AN ABV TITLE

TITLING REQUIREMENTS FOR ABV's SOLD BY A MUNICIPALITY OR COUNTY

NOTE: If the notice to the owner/lienholder is returned, the towing company must certify that it made a good faith effort to locate the owner/lienholder. Section B of the [DOR-4576](#) may be completed and submitted with the title application to comply with this requirement.

8. No title/processing fee or sales tax is due. If expeditious title handling is required, submit a \$5 expeditious fee.

A tow company can stop an application for ABV title if the department is notified before the title issues. The tow company will need to call the department requesting the application be stopped and following up the phone call with a written statement that is mailed or faxed to the department.

The ABV title **will not** be voided if the stop request is received after the title issues.

Municipalities or counties with ordinances may sell an ABV on an [Abandoned Property Bill of Sale \(DOR-4579\)](#). Their ordinance must be consistent with Section 304.155 of RSMo, and have a certification of such on record with the department.

The purchaser must submit the following documents and fees to obtain an original/salvage title or junking certificate:

1. A properly completed and signed title application in the purchaser's name:
 - A DOR-108 for motor vehicles, trailers or all-terrain vehicles, or
 - A DOR-93 for marinecraft (includes outboard motors or vessels).

NOTE: The title type must be checked as "Original", "Salvage" or "Junking".

2. A [DOR-4579](#) from the municipality or county who sold the ABV. The bill of sale must include the following:
 - ✓ Indicate whether the vehicle was sold for junk, salvage, or rebuilding;
 - ✓ Purchaser's and seller's name and address;

TITLING REQUIREMENTS FOR LANDOWNER'S WITH ABV's

- ✓ The year, make, identification number, and model of the ABV;
- ✓ The purchase price;
- ✓ The date of sale;
- ✓ The odometer reading, if applicable;
- ✓ Printed name and signature of the buyer; and
- ✓ Printed name and signature of the municipal/county clerk or deputy and sealed with the official municipal/county seal.

NOTE: On vehicles less than ten (10) years old, the municipality/county must provide the purchaser with a proper odometer disclosure unless the vehicle is otherwise exempt. The disclosure may be completed on the [DOR-4579](#).

3. If applying for an "original" title, a completed and signed DOR-551, must be submitted.
4. Appropriate title fee, processing fee, and state and local taxes, if applicable. If expeditious title handling is requested, submit a \$5 expeditious fee.

The purchaser of the ABV must make application for title/junking certificate within 30 days of the purchase.

Landowners that have ABV's on their property may apply for title by submitting the following documents:

1. A properly completed and signed title application in the landowner's name:
 - A DOR-108 for motor vehicles, trailers or all-terrain vehicles, or
 - A DOR-93 for marinecraft (includes outboard motors or vessels).
2. Appropriate title fee, processing fee, and state and local taxes based on retail/fair market value. If expeditious title handling is

requested, submit a \$5 expeditious fee. Junking certificates are exempt from taxes and title fees

NOTE: Title penalties **do not** apply.

3. A signed statement containing the following:

- ✓ The circumstances by which the ABV came into the landowner's possession;
- ✓ The landowner's name;
- ✓ Location of the ABV (street & city);
- ✓ Description of the ABV (include year, make, vehicle/hull identification number); and
- ✓ Retail/fair market value of the ABV.

NOTE: Line 7 of the *General Affidavit* (DOR-768) can be used for this purpose.

4. The appropriate inspection:

- ✓ **Original title** on a vehicle, ATV or trailer - A DOR-551 completed by Missouri State Highway Patrol or St. Louis Auto Theft.
- ✓ **Salvage title** on a vehicle, ATV or trailer - A DOR-551 completed by **any** law enforcement officer.
- ✓ **Junking Certificate** on a vehicle, ATV, or trailer – An *Identification Number Verification and Abandoned Vehicle Inspection* (DOR-2763) form, completed by any law enforcement officer.
- ✓ **Boat, motor or boat trailer** - A *Watercraft and/or Outboard Motor Affidavit of Ownership and Inspection* (DOR-798) completed by Missouri State Water Patrol.

5. A copy of the signed certified mail receipts (green card), at least 30 days old, indicating the owner/lienholder were sent the notice as required by law. If the certified letter is returned to sender, submit a copy of the envelope stamped "returned to sender" along with a statement from the landowner stating a good faith effort was made to locate a better address for the owner/lienholder.

-
6. A copy of the 30-day notice sent by certified mail to any owner/lienholder.

NOTE: If the department has "No Record" of any owner for a vehicle, the property owner must certify that a search of the vehicle disclosed no other evidence of ownership and that a good faith effort was made to establish whether the ABV was titled or licensed in another state. A good faith effort includes checking for license plates, license plate record, temporary permit, inspection sticker, decal, or other evidence that indicates possible registration or titling in another state.

Manufactured Homes

If a manufactured home is abandoned on private property, the landowner can get a title by submitting the following:

1. DOR-108;
2. One of the following for proof of ownership:
 - ✓ Bill of sale for the purchase of the land and manufactured home and a letter from the county assessor's office showing the manufactured home listed as real estate; or
 - ✓ A court order awarding the landowner if the bill of sale and letter from the county assessor is not available.
3. Appropriate title/processing fees and sales tax, if applicable.

OUT-OF-STATE ABV'S SOLD TO MISSOURI RESIDENTS

An out-of-state ABV that was towed in accordance with that state's abandoned motor vehicle procedures must have a DOR-551 completed by the Missouri State Highway Patrol. All Missouri titles issued on the vehicle will be branded "Prior Salvage." If the inspection shows the vehicle to be in a junk condition, a junking certificate will be issued.

OBTAINING AN ORIGINAL TITLE ON ABV'S PREVIOUSLY TITLED AS SALVAGE

To receive an original title, the following documents and fees must be submitted:

1. A completed and signed title application in the owner's name with the title type marked "Original;"
 - ✓ A DOR-108 for motor vehicles, trailers and all-terrain vehicles; or

✓ A DOR-93 for boats and outboard motors.

2. A completed and signed DOR-551;
3. The outstanding salvage title;
4. Appropriate title and processing fees; and
5. State and local taxes, if applicable.

Information provided in the DOR-551 determines if the title will be branded "Prior Salvage."

NOTE: The vehicle must be in running condition and repaired, if needed.

TOWING COMPANY BUSINESS OPERATION REQUIREMENTS

SECTION 4

TOW TRUCK IDENTIFICATION

A towing company that tows ABV's for hire must have the towing company's name, city, and state clearly printed in letters at least three inches in height on the sides of the truck, wrecker, or other vehicle used in the towing.

RECORD KEEPING REQUIREMENTS

Towing companies shall maintain records for three years on any ABV towed and not reclaimed by the owner. Such records must contain:

1. Information regarding the authorization to tow;
2. Copies of correspondence with the department; and
3. Information concerning the final disposition of the ABV.

For ABV's sold on a bill of sale for destruction purposes only, the tow company must also keep the following information for three years:

- Year, make, vehicle identification number;
- Date of sale;
- Name of the purchasing scrap metal operator or licensed salvage dealer; and
- Copies of all notification letters to the owners/lienholders and drivers.

A towing company shall not remove an ABV from private property without first obtaining written authorization from the property owner, except when authorized by a law enforcement agency. The towing company must maintain all written authorizations for at least one year from the date of authorization.

CHARGES IMPOSED

Any municipality or county may enact ordinances specifying maximum reasonable towing, storage, and other charges that can be imposed by towing/storage companies within their jurisdiction.

A towing company may only assess reasonable storage charges for ABV's towed without the consent of the owner. Reasonable storage charges shall not exceed the charges for vehicles that have been towed with the consent of the owner.

A towing company may charge no more than one-half the regular towing rate if the owner claims the ABV before it is actually towed

**PERSONAL
PROPERTY
WITHIN THE ABV**

from private property. The regular rate may be charged only after the ABV has been removed.

The towing company is not required to release personal property within the ABV to the owner until reasonable or agreed charges for such recovery, transportation, or safekeeping have been paid or satisfactory arrangements for payment have been made. The towing/storage company must either release the personal property to the owner or provide an itemized receipt for the contents after allowing the owner to inspect the property. The towing/storage company is liable for the condition and safe return of the personal property.

NOTE: Any medication prescribed by a physician must be released to the owner upon request.

**TOWING
COMPANY
LIABILITY
(Section
304.155, RSMo)**

The towing company is not liable for any damage caused by removal of an ABV from public property when the removal is properly authorized except for damage caused by negligence.

A towing company that lawfully removes an ABV from private property with the written authorization of the landowner/agent, who is present at the time of the removal, is not responsible in any situation relating to the authorization of the removal. The towing company is responsible for the following:

1. Any damage caused by the towing company to the ABV during transit or storage; and
2. The removal of property other than the property specified by the landowner/agent.

Damages may be recovered by the owner of the ABV from the landowner/towing company if any damages to the ABV resulted before or during the removal of the property.

Except for the removal of ABV's authorized by a law enforcement agency, a towing company must not remove ABV's from private property without first obtaining written authorization from the property owner/agent. All written authorizations must be kept on file for at least one year. General authorization to tow at the towing company's discretion is not acceptable except in the case of ABV's unlawfully parked within 15 feet of a fire hydrant or in a fire lane designated by a fire department or the state fire marshal.

**PENALTIES FOR
FAILURE TO
COMPLY**

NOTE: A towing company that fails to obtain written authorization from the property owner/agent will be liable to the owner of the ABV for four times the amount of the towing and storage charges, in addition to any applicable criminal penalties that may apply.

Any person who knowingly violates any provision of Sections 304.155 to 304.158, RSMo, shall be guilty of a class A misdemeanor. Any violation of Section 304.158, RSMo, shall constitute a violation of the provision of Section 407.020, RSMo. A violation may also result in the revocation or suspension of the registration or license of the towing company.

OWNER'S/ LIENHOLDER'S RIGHT TO HEARING

The ABV owner/lienholder may file a petition in the associate circuit court in the county where the ABV is stored to determine if the ABV was wrongfully taken or withheld from the owner. The petition must be filed within 10 days after receipt of the notification from the towing company. The petition must name the towing company among the defendants and may also name the agency that ordered the tow or the owner/agent of the private property from which the ABV was removed. A copy of the petition must be served to the director but the director is not a party to such petition.

NOTE: The director will not issue a title or a junking certificate on the ABV until the petition is finally decided.

Upon filing a petition and posting a bond in the associate circuit court, the owner/lienholder may have the ABV released. The bond may be in the form of cash, a surety bond, or other adequate security equal to the amount of the charges for towing and storage. Upon posting of the bond and the payment of the applicable fees, the court shall issue an order directing the towing company to release the ABV. At the time of release, the owner/lienholder must give a receipt to the towing company listing any claims for loss or damage to the ABV or the personal property in the ABV.

INSURANCE CLAIMS ON ABANDONED PROPERTY

If an ABV is insured and the insurer pays a total loss claim to the owner for the ABV, the insurer or lienholder must remove the property from the storage facility or make arrangements to transfer title to the towing company. Such transfer of title, subject to agreement, shall completely satisfy all claims for towing and storage. The ABV must be removed or title transferred to the towing company within 30 days of the date that the insurer paid a total loss claim or is notified of the location of the ABV, whichever is the later event. Upon request, the insurer of the ABV must supply the towing company with:

1. The name, address, and phone number of the insurance company and the insured; and
2. A statement regarding which party is responsible for the payment of towing/storage charges under the insurance policy.

**CITIES/
COUNTIES WITH
ABANDONED
PROPERTY
ORDINANCES**

Cities/counties with local ordinances that regulate the removal and sale of ABV's may sell the ABV by issuing a [DOR-4579](#). The ordinance must be consistent with Sections 304.155 to 304.158, RSMo, and the city/county must have a certification on file with the department that certifies the ordinance is in fact consistent with the laws referenced. Contact the city/county for ABV ordinance information.

NOTE: The purchaser must apply for a title or a junking certificate within 30 days of purchase.

INTERNET RECORD SEARCHES

SECTION 6

OBTAINING ACCESS TO DEPARTMENT RECORDS

To obtain access to the department's records online you must:

1. Visit Missouri Department of Revenue's web site at <http://dorx.mo.gov/mvdl/motorv/liendeal>.
2. Click on the link "Request for Security Access Code (4678)" to obtain an application to apply for a security access code and print the form.
3. Click on the link "Application for Online Account (5017)" to obtain an application to apply for an online access account and print the form.
4. Complete all forms and submit to the addresses indicated on the forms.

APPLICATION APPROVAL NOTIFICATION

Upon approval of the security access, the department will send written notification informing the applicant of the security access code number.

Upon approval of the online access, the department will send the following email to the applicant.



NOTE: Due to programming restrictions, online access is currently being accessed through the department's notice of lien system.

RECORD SEARCH SYSTEM LOG IN

To log into the record lookup web site to perform record searches, logon to <https://dors.mo.gov/dmv/nol>.

First time users: Please enter your User Id and password as indicated in the e-mail confirmation message the Department of Revenue sent to you previously. You will then be directed to change your password. The next time you login, enter your User Id and your new password. Then click on "Submit".

The screenshot shows a Microsoft Internet Explorer browser window. The title bar reads "Motor Vehicle Notice of Lien Application - Microsoft Internet Explorer". The address bar shows the URL "https://dorst.state.mo.us/dmv/nol/loginLink.do". The page content features a green header with a car icon and the text "MISSOURI DEPARTMENT OF REVENUE" and "Notice of Lien Application". Below the header, there is a "Login" section. The text "Please sign on:" is displayed above two input fields: "User Id" and "Password". To the right of the "Password" field are two buttons: "Reset" and "Submit". Below the input fields, there is a link that says "Forgot your password?". At the bottom of the page, there is a green footer bar with the text "Dealer & Lienholders · Motor Vehicle & Driver Services · Contact · Help".

HOW TO CHANGE PASSWORD

The screenshot shows a Microsoft Internet Explorer browser window. The address bar displays <https://dorm.intra.state.mo.us/dmv/nol/password.do>. The page title is "Motor Vehicle Notice of Lien Application - Microsoft Internet Explorer". The main content area features a green header with the text "MISSOURI DEPARTMENT OF REVENUE" and "Notice of Lien Application". Below the header, there is a green sidebar with a list of links: "File NOL", "Update Institution Information", "Update ACH Instructions", "User Management", "Change Password", "View History", and "Contact DOR". The "Change Password" link is highlighted. The main content area has the heading "Change Password" and the instruction "Please type your old password and confirm your new password:". Below this instruction is a form with the following fields: "User Id 11111", "Old Password", "New Password", and "Confirm New Password". A green "Submit" button is located below the form fields.

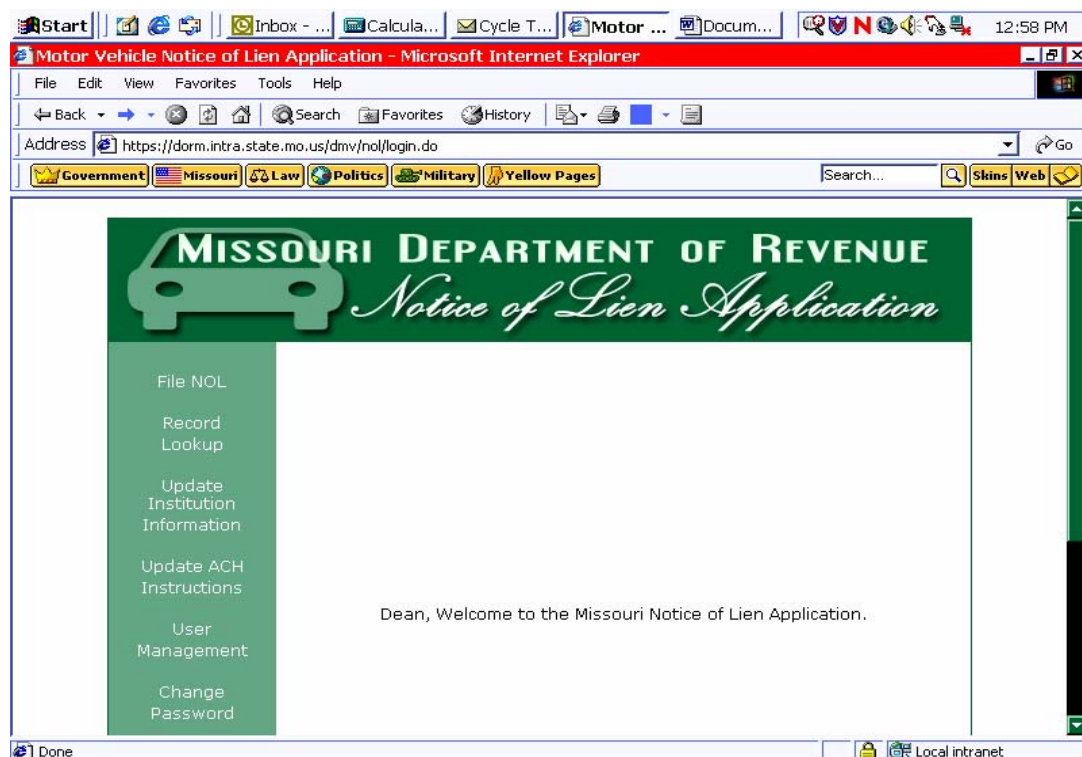
Please do the following:

- Enter your current password in the Old Password field;
- Press the Tab key;
- Enter your new password;
- Press the Tab key again;
- Re-enter your new password; and
- Click on "Submit".

Resetting Password – If a user forgets their password he/she must contact the account administrator to reset the password. See Resetting User's Password on page 6-9.

If the administrator forgets his or her password he or she must contact DOR at (573) 751-8343.

PERFORMING RECORD LOOKUPS



Click "Record Lookup" on the left hand side of the screen.



Enter your security access code (DPPA number) assigned to you by the department and click "Submit."

Start | Wys... | 1 - ... | Inbo... | Mot... | Calc... | Inte... | 9:30 AM

Motor Vehicle Notice of Lien Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print

Address <https://dorm.intra.state.mo.us/dmv/nol/lookupValidate.do> Go Links >>

Notice of Lien Application

- File NOL
- Record Lookup
- Update Institution Information
- Update ACH Instructions
- User Management
- Change Password
- View History
- Contact DOR
- Logout

Notice Of Lien/Title Lookup Request

Select A Vehicle Type Help

Enter Either

Title/Control Number Help

Or

Make Help

Year Help

VIN/HIN Help

Perform Lookup

Done Internet

Select a vehicle type. Either enter the title/control number **or** the make, year, and VIN/HIN. Then click “Perform Lookup.”

The screenshot shows a web browser window with the address bar displaying `https://dorm.intra.state.mo.us/dmv/nol/lookup.do`. The page title is "Motor Vehicle Notice of Lien Application - Microsoft Internet Explorer". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, Media, and a Print icon. The address bar has a Go button and a Links button.

The main content area features a green header with a car icon and the text "MISSOURI DEPARTMENT OF REVENUE Notice of Lien Application". Below the header, there is a sidebar on the left with a green background and white text links: File NOL, Record Lookup, Update Institution Information, Update ACH Instructions, User Management, Change Password, View History, Contact DOR, and Logout.

The main content area displays the "Record Lookup Results" for Title/Control Number CA575501. A message states: "There is no Notice of Lien pending in the department's lien file. Check the title record for the latest lienholder information." Below this message, there is a box containing the following information:

Title Record	
Owner Information	
Owner's Name	BURGESS ROY & CAROL
Street Address	1410 SUMMIT VIEW DR
City	HOLTS SUMMIT
State	MO
Zip Code	65043
County	CALLAWAY
Vehicle Information	
Year	1991
Make	TOYT
VIN	JT4RN01P5M0018598
Vehicle Type	Truck
Title Number	CA575501
Title Issue Date	07/06/98
Title Type	Original
Horsepower	
Cylinders	
Odometer	86000
Purchase Date	06/18/97
Lienholder Information	
First Lienholder	
Lien Date	
Lienholder Name	MISSOURI STATE CREDI
Street Address	PO BOX 104118
City	JEFFERSON CITY
State	MO
Zip Code	65110

At the bottom of the box, there is a "Print Record" button. The browser's status bar at the bottom shows "Done" and "Internet".

Record Look-up result.

If available, the screen will indicate the latest owner/lienholder in the department's records. This screen must be printed as outlined in titling requirements.

NO RECORD FOUND

NOTE: No license plate or other registration information is available online.

If there is no record found, you must sign and submit a printed “Record Lookup Results” screen along with the tow report to the department for further research, as there may be a record in DOR’s microfiche.

NOTE: Record any additional information from your search in the designated area of the screen print.

ACCOUNT ADMINISTRATION INSTRUCTIONS

After logging into the record lookup system, click on “Update Institution Information”.

Change the required information and click on “Submit”.

Missouri Department Of Revenue Notice of Lien Application - Microsoft Internet Explorer

Address <https://tst.dor.mo.gov/dmv/nol/institution.do>

File NOL

Record Lookup

Update Institution Information

User Management

Change Password

View History

Contact DOR

Step By Step Instructions

Logout

Institution Information

Please enter the institution's information below:

Institution ID Number	1234-497	Help
Institution Name	AAA Towers	Help
Address	301 W High St	Help
City	Jefferson City	Help
State	MO	Help
Zip Code	65105	Help

[Submit](#)

Dealer & Lienholders · Motor Vehicle & Driver Services · Contact

You should receive a confirmation screen by email that informs you the information was changed.




MISSOURI DEPARTMENT OF REVENUE
Notice of Lien Application

Brent, You Have Successfully Changed The Following Information:

Institution ID Number	10101-6
Institution Name	Riley Chevrolet
Institution Address	PO Box 152
Institution City	Jefferson City
Institution State	MO
Institution Zip Code	64199
Institution DPPA Number	BA111111
Institution Microfilm Number	12345678
Institution Type	Bank

DAILY E-MAIL NOTIFICATION



MISSOURI DEPARTMENT OF REVENUE
Notice of Lien Application

AAA Tower, here are the Record Lookups you've performed:

Title/Control #	Year	Make	VIN	Owner Name
	1986	NISS	1G1JF27W8GJ178444	Marsh Don M
YT000104				Smith, John
	2001	KASE	211325677	Smith, John
	1999	TRIL	CH1AL11258	Jones, Samantha

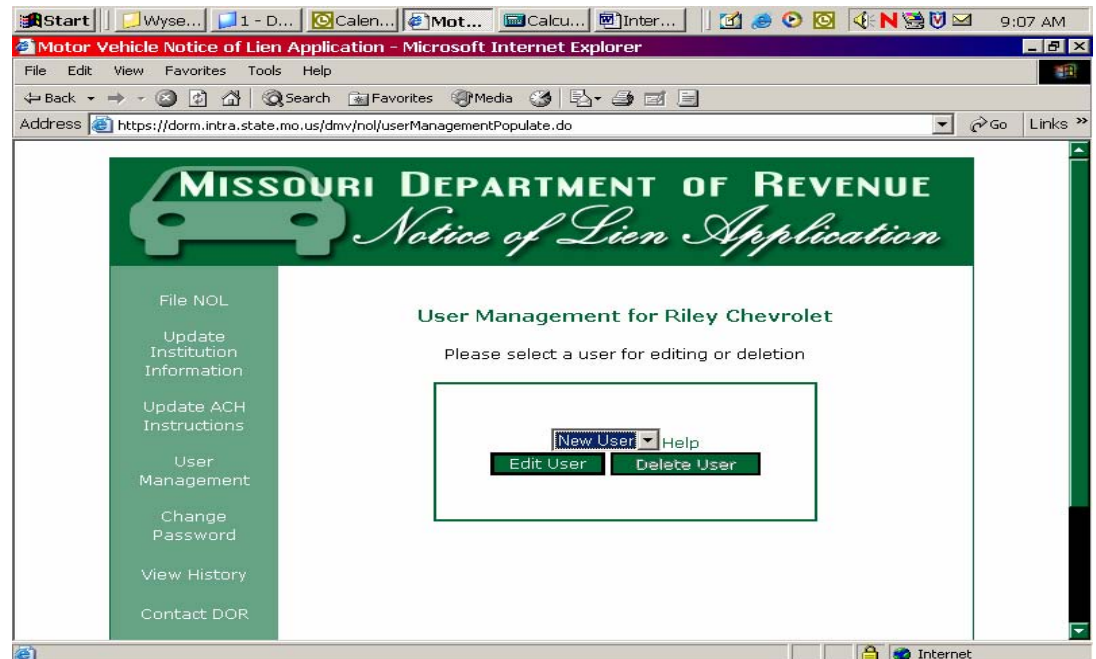
All users and the account administrators will receive a daily e-mail screen listing the record lookups performed.

ADDING USERS TO ACCOUNT

After logging into the record lookup system, click on "User Management".

Only the account's administrator has access to add/delete users.

From the drop down table, please select which user you want to delete or change. If you want to add a new user, select "New User" from the table and then click "Edit User."



Enter all user information requested above. Click "Submit" after all information is completed.

The information that you add or change will allow the user to perform record lookups. You can activate or disable the user's access or reset the user's password from this screen.

NOTE: The Reset Password box must be checked when adding a new user.

RESETTING A USER'S PASSWORD

To reset the user's password, place a check mark in the Reset Password box and click "Submit." The user's newly generated password will be received via email.

The screenshot shows a web browser window titled "Motor Vehicle Notice of Lien Application - Microsoft Internet Explorer". The address bar shows the URL: <https://dorst.state.mo.us/dmv/nol/userManagement.do>. The page features a green header with a car icon and the text "MISSOURI DEPARTMENT OF REVENUE Notice of Lien Application". A left sidebar contains a menu with the following items: File NOL, Record Lookup, Search/Manage Institutions, Add New Institution, Update DOR Information, Update DOR ACH, Instructions, DOR User Management, Change Password, View History, Contact DOR, and Logout. The main content area is titled "User Information" and contains a form with the following fields and options:

Field/Option	Value/Status	Help
Institution Name	DOR	Help
User Id	<input type="text"/>	Help
Business Name	<input type="text"/>	Help
First Name	<input type="text"/>	Help
Middle Name	<input type="text"/>	Help
Last Name	<input type="text"/>	Help
Address	<input type="text"/>	Help
City	<input type="text"/>	Help
State	MO	Help
Zip Code	<input type="text"/>	Help
Email Address	<input type="text"/>	Help
Phone Number	<input type="text"/>	Help
Access To File NOLs	<input type="checkbox"/>	Help
Access To Perform Lookups	<input type="checkbox"/>	Help
Account Status	<input checked="" type="radio"/> Active <input type="radio"/> Disabled	Help
Reset Password	<input checked="" type="checkbox"/>	Help
Administrative DOR User?	<input type="checkbox"/>	Help

At the bottom of the form is a green "Submit" button. The footer of the page contains the text: "Dealer & Lienholders · Motor Vehicle & Driver Services · Contact · Help".

CONTACTING THE DEPARTMENT

After logging onto the system, click on "Contact DOR".

Please select the subject from the drop down table and enter your comments in the e-mail content space. Then click on "Submit Email". You should receive a screen indicating the message was sent successfully. The appropriate staff member will respond to you

EXHIBIT A

DIVISION OF MOTOR VEHICLE AND
DRIVERS LICENSING
DRIVER AND VEHICLE SERVICES BUREAU
RECORD CENTER UNIT
P O BOX 100
JEFFERSON CITY MO 65105-0100

STATE OF MISSOURI
Department of Revenue

Telephone: (573) 751-4509

E-mail: mybmail@dor.mo.gov



XXXXXXXX
XXXXXX XX

February 18, 2005

RE: ABANDONED PROPERTY
2005 XXXXX, IDENTIFICATION # XXXXXXXX - TOW # XXXXX

Dear Tower:

The Driver and Vehicle Services Bureau (DVSB) received a tow report on the above referenced property. By Missouri law, we are required to notify you of the last registered owner(s) and lienholder(s). In checking our records with the information provided, we found no record of this abandoned property.

Our records indicate that xxxxx authorized the tow of this abandoned property. If this is not correct, please record the name of the person who authorized the tow and the date of the tow.

Tow Authorized By: _____
Date of Tow: _____

Examine the abandoned property, law enforcement inspection report, and tow report for the following and record or correct the information below:

Year: 2005
Make: XXXXX
VIN: XXXXXXXXX

License: _____ State: _____
Inspection/Permit: _____
Other: _____

Name and address of owner listed on tow report:

Name and address of lienholder listed on tow report:

Name and address of driver listed on tow report:

EXHIBIT A, continued.

XXXXXXX
FEBRUARY 18, 2005
PAGE 2

Please mark the appropriate box below, sign and date where indicated.

- ☐ I HAVE COMPLETED THE NECESSARY CHECKS, COMPLIED WITH THE INSTRUCTIONS, AND PROVIDED ANY NEW OR CORRECTED INFORMATION.

RETURN THIS SIGNED LETTER WITHIN 15 DAYS TO: Driver and Vehicle Services Bureau, Attn: Abandoned Vehicle Search - Record Center, Post Office Box 100, Jefferson City, MO 65101-0100, so we may continue our search using the new or corrected information.

- ☐ NO ADDITIONAL INFORMATION WAS FOUND.

If the above checks resulted in no new or corrected information, you may apply for title by submitting the following information to: Driver and Vehicle Services Bureau, Attn: Abandoned Property Desk - Central Branch Section, Post Office Box 100, Jefferson City, Missouri 65105-0100:

1. Copy of this signed letter;
2. Application for Missouri Title and License (DOR-108) marked original, salvage, or junk;

NOTE: Vehicle Examination Certificate (DOR-551) - only when applying for an original title.
3. Legible copy of the tow report (you will be required to notify any owner or lienholder listed on the tow report); and

NOTE: If no owner or lienholder is shown, you must notify the driver. If no owner, lienholder or driver is listed, you must indicate on the abandoned property affidavit that a good faith effort has been made to locate and notify the owner and lienholder of the vehicle.
4. Abandoned Property Affidavit (DOR-4576) completed, signed, and notarized.

NOTE: If there is no record of an owner, lienholder, or driver or if any of the notification letters were returned to the tow company, the box in section B must be marked showing a good faith effort was made to locate and notify the owner, lienholder, or driver.

NOTE: You may request the necessary forms by telephone, mail, or internet.

SIGNATURE: _____ **DATE:** _____

EXHIBIT A, continued.

XXXXXXX
FEBRUARY 18, 2005
PAGE 3

Thank you for your cooperation in this matter. If you have any questions, please contact Customer Service by calling (573) 751-4509 or you may e-mail or write to the address indicated on our letterhead.

Sincerely,

A handwritten signature in black ink, appearing to read "Finida F. Johnson". The signature is fluid and cursive, with the first name "Finida" and last name "Johnson" clearly distinguishable.

Finida F. Johnson, Supervisor
Record Center

DU1929/NICOLE

MVB346
200504900301075

EXHIBIT B


Start | D... | W... | C... | I... | L... | M... | M... | D... | D... | 2:09 PM

Missouri Department Of Revenue Notice of Lien Application - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print W... Links

Address <https://dors.mo.gov/dmv/nol/lookup.do> Go



MISSOURI DEPARTMENT OF REVENUE

Notice of Lien Application

Record Lookup

Update Institution Information

User Management

Change Password

View History

Contact DOR

Step By Step Instructions

Logout

Record Lookup Results

Title/NOL Control Number 12345687

No Notice of Lien record was found.

No Title record was found.

You must sign and submit this "No record" page along with the Crime Inquiry and Inspection Report/Authorization to Tow(DOR-4569) to the Department of Revenue (DOR) for further research as there may be a record in microfiche.

First, conduct a physical search of the abandoned property to ensure no other evidence of ownership exists and make a good faith effort to check for the prior state of registration and title as noted below. Record any additional information from your search in the designated area of this page, sign it and send to:

DOR
Record Center
PO Box 100
Jefferson City MO 65105

1) Check for any type of license plates, license plate record, temporary permit, inspection sticker, decal or other evidence which may indicate a state of possible registration and title;
2) Check the law enforcement report for a license plate number or registration number;
3) If there is no address of the owner on the impound report, check the law enforcement report to see if an out of state address is indicated on the driver license information.

Additional Information:

Signature:

[Print Record](#)

Dealer & Lienholders · Motor Vehicle & Driver Services · Contact ·

Done Internet

DISTRIBUTION: WHITE - Property Control Officer CANARY - Troop PINK - Division of Drug and Crime Control GOLD - Extra (towing co.) BLUE - Extra (towing co.)

NOTICE: Submit machine copy of original to DOR on all abandoned property, as defined in Section 304.001, unclaimed within 10 working days.

EXHIBIT D

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. 	<div style="border: 1px solid black; padding: 5px;"> <p>A. Signature <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>X</p> </div> <div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> <p>B. Received by (<i>Printed Name</i>)</p> <p>C. Date of Delivery</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> </div>
<p>1. Article Addressed to:</p>	<div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>3. Service Type</p> <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Certified Mail <input type="checkbox"/> Registered <input type="checkbox"/> Insured Mail </div> <div> <input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> C.O.D. </div> </div> </div>
<p>2. Article Number <i>(Transfer from service label)</i></p>	<div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>4. Restricted Delivery? (<i>Extra Fee</i>) <input type="checkbox"/> Yes</p> </div>

EXHIBIT E

USPS - Track & Confirm

Page 1 of 1



Track & Confirm

Current Status

You entered 7004 1350 0001 1791 7882

Your item was delivered at 3:36 pm on December 13, 2004 in CAPE GIRARDEAU, MO 63701.

[Shipment Details >](#)

Notification Options

[Track & Confirm by email](#) [What is this?](#) [Go >](#)

Track & Confirm

Enter label number:

[Track & Confirm FAQs](#)



POSTAL INSPECTORS
Preserving the Trust

[site map](#) [contact us](#) [government services](#)
Copyright © 1999-2002 USPS. All Rights Reserved. [Terms of Use](#) [Privacy Policy](#)

U.S. Postal Service™ CERTIFIED MAIL™ RECEIPT (Domestic Mail Only; No Insurance Coverage Provided) For delivery information visit our website at www.usps.com	
Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$
Postmark	
Date	
Sent To	
Name, Apt. No.	
or PO Box No.	
City, State, ZIP+4	

PS Form 3800, June 2002

http://trkenfrm1.smi.usps.com/netdata-cgi/db2www/cbd_243.d2w/output

12/29/2004